

FREQUENTLY ASKED QUESTIONS

CIRCULAR LETTER OF BANK INDONESIA NO. 10/10/DASP DATED 5

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TRANSACTION PROCESSING IN THE BANK INDONESIA REAL TIME

GROSS SETTLEMENT SYSTEM (BI-RTGS SYSTEM) AS CONCERNS

PROTECTION FOR CUSTOMERS OF BI-RTGS SYSTEM

PARTICIPANTS

1. What information must sending customers enter into the transfer instructions?

The required information includes the following:

- a. Identity of the sending customer;
- b. Identity of the beneficiary customer;
- c. Identity of the beneficiary Participant; and
- d. Amount of funds transferred.

The identity of the sending/beneficiary customer includes name and account number (for account-holding customer) or name and address (for non-account holder), while the identity of the beneficiary Participant includes information on the name of the Participant, name of the Participant office and location of Participant office.

2. What is meant by customer service hours?

Customer service hours are the opening hours established by the Participant for serving customs who wish to send transfer instructions through the BI-

RTGS System. Customer service hours established by one Participant may differ from those of another Participant. In establishing customer service hours, the Participant must refer to the settlement deadline prescribed by the Operator for transfers in favour of customer accounts and consider the time required by the Participants for completion of the process for forwarding customer transfer instructions.